

METHOD AND SYSTEM FOR WEBSITE MAINTENANCE

Abstract of the Disclosure

A system and method for tracking access and usage of a help system.

The system the invention tracks and records all movements of the user within the help system. Tracking usage patterns helps identify trouble spots within the website. One factor tracked and recorded is the point in the transaction, for example, at which the user required help. Additionally, the help system tracks and records each search request from the user and the help topics selected by the user. Further, the help system tracks and records whether the user successfully resolved the problem and completed the transaction or abandoned the site. For identification and categorization of the user, the help system tracks and records data such as the type of browser used by the user, the user's IP address and the site referring the user to the current website. Additional information may be tracked and recorded as needed.

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